



TOUCHPOINT HEALTH PLAN

PO Box 507

Appleton, WI 54912-0507

Customer Service (920) 735-6440 (800) 236-6440

Fax (920) 225-7090

TDD (920) 831-6896 (800) 735-6345



Type of Plan Health Maintenance Organization
 Total Number of Members..... 146,538
 Years of Operating Experience 16
 Total Number of Primary Care Physicians (PCPs)..... 381
 Percentage of PCPs Accepting New Patients 87%
 Percentage of Board Certified Specialty Care Physicians..... 90%
 Number of Urgent Care Facilities 4
 Number of Dentists.....No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements

Written referrals must be obtained from your Primary Care Physician before receiving care from any other provider, with a few exceptions. A referral is not required to see a participating OB/GYN, Chiropractor, Ophthalmologist/Optomist (for routine eye exams only) or Mental Health provider when obtaining outpatient care. If however, you are obtaining services from a psychiatrist, a referral is required. Referrals to a specialist are approved for a set period of time. There are certain chronic or life threatening conditions for which Touchpoint Health Plan™, with the approval of our Medical Director, will authorize a standing referral. For more information on standing referrals, please contact your Customer Service Team at (920) 735-6440 or (800) 236-6440.

Medicare Claims Procedure

If Medicare is the primary carrier, claims must be submitted to Medicare first. If the provider has accepted assignment, Medicare's payment should go directly to the provider with Medicare's EOB (Explanation of Benefit). You or your provider should then submit an itemized bill and a copy of Medicare's EOB to Touchpoint for processing as the secondary carrier.

If Touchpoint is the primary carrier, claims must be submitted to Touchpoint first. Touchpoint's payment for covered services will be issued to the provider. You will receive an EOB from Touchpoint only if there is a remaining balance. You or your provider should then submit the itemized bill and a copy of Touchpoint's EOB to Medicare for processing as the secondary carrier.

On-Line Services




An improved www.touchpointthealth.com will become available to members in 2004. It will provide Touchpoint members with plan information and health resources, as well as give members access to MyTouchpointHealth, a personalized, interactive and secure web site dedicated to keeping members up-to-date on their claims, referrals and eligibility.

Outpatient Mental Health Network/Policy

The plan uses ThedaCare Behavioral Health Services (or Bellin Psychiatric if your Primary Care Physician is in Brown County) to coordinate mental health services. All mental health services and substance abuse treatment must be prior authorized by ThedaCare Behavioral or Bellin Psychiatric. Twenty-four hour telephone access is available by calling (920) 720-2300. A referral from your Primary Care Physician is not required, unless you are obtaining services from a psychiatrist.

ADDITIONAL INFORMATION

24-Hour Nurse Line	Touchpoint Health Plan offers you immediate access to registered nurses 24-hours-a-day 7-days a week through ThedaCare on Call™ at (920) 830-6877 in the Fox Valley area, and Bellin Health System's Ask-A-Nurse in Green Bay at (920) 433-7900. For toll-free access outside the Fox Cities and Green Bay call (800) 236-2236.
PCP Restrictions	Each family member may select his/her own PCP, independent of other family members. Women may see any Ob/Gyn on the plan without a referral, but cannot select an Ob/Gyn as their Primary Care Physician, except in Brown County.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<p>Touchpoint continues to improve our current Disease Management programs in diabetes and coronary artery disease. In addition to tracking HEDIS Clinical Quality Measures, Touchpoint Health Plan's clinical quality initiatives include:</p> <ul style="list-style-type: none"> • Educate physicians and members on the importance of medication compliance for the treatment of depression. • Work with members and physicians to increase the percentage of hypertensive members who have their blood pressure under control. • Assist physicians in improving appropriate medication use for members with asthma. <p>In addition to tracking HEDIS and Non-HEDIS Clinical Quality Measures, Touchpoint Health Plan has implemented quality programs that focus on service quality, which include:</p> <ul style="list-style-type: none"> • Improve claims adjudication process • Reduce grievance rate for the plan

Counties in Service Area	Hospitals in County	Major Providers in County *
Brown	 Bellin Hospital	
Calumet	Calumet Medical Center	
Door	Door County Memorial Hospital	
Fond du Lac	St. Agnes Hospital Ripon Medical Center Waupun Memorial Hospital	
Green Lake	Berlin Memorial Hospital	Please refer to Touchpoint's 2004 Provider Directory, Available through your Payroll Representative or Touchpoint Health Plan (800) 236-6440 or (920) 735-6440
Kewaunee		
Manitowoc	Holy Family Memorial Medical Center	
Marinette	Bay Area Medical Center	
Oconto	Community Memorial Hospital	
Outagamie	 Appleton Medical Center New London Family Medical Center	
Shawano	Shawano Medical Center	
Sheboygan	St. Nicholas Hospital	
Waupaca	Riverside Medical Center	
Waushara	Wild Rose Community Hospital	
Winnebago	 Theda Clark Medical Center Children's Hospital of WI-Fox Valley	

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number listed above and/or on the preceding page.